



FAQ for Covid-19 call center

Updated 4/20/20

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The following FAQ is designed to support families with questions that have commonly come through the call center. The call center has closed but the district extensions are below, as well as links to the Lincoln Center Directory and Student Services Staff at each school (counselors, family specialists, etc). Mental health and safety calls will be handled by each school. If you have additional questions, please contact your child's school and someone will connect you with the appropriate personnel.

General Transfer Extensions	LC Directory	Student Services Staff
Language Line	1	28898
Student Enrollment	2	28268 Marlen Chandler
Afterschool	3	28266/28309 Tianna Moore Amy L
Academic Support	4	28241 Varies, calls forwarded daily
Spanish Message	5	28896 Spanish Interpreters
Human Resources	6	28230 Taryn Simmons
Child Nutrition	7	28270 Debbie Kounce
IT Support	8	28333 Varies, calls forwarded daily
Finance	9	28205 Karie Lee
Burmese Language Support	28112	
Karen Language Support	28112	
Spanish Language Support	28114	28113



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Mandarin Language Support	28337	
Language Support for languages <i>other than English</i>	919-918-2240	

Is Lincoln Center open?

Lincoln Center is closed, as are all schools. Packages are still received with limited personnel receiving packages.



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Technology- more responses found here- [Link to help with log in](#)

1. Where do I get a Chrome book for my child?

First, if you have already been notified about equipment delivery by bus, you simply need to show up at the scheduled time and place. Any undocumented requests for devices, miFis, chargers, and power cables must be directed to the school technology facilitator (ITF) for ticket creation. No equipment will be distributed during our "IT Office Hours" days (Tues and Thurs, 10 am - 2 pm) without a ticket # to reference.

2. My Chromebook is not working, what should I do?

A student/parent should email their child's teacher, who will notify the school's ITF (Instructional Technology Facilitator). The school ITF will create a ticket and someone will contact you.

3. Clever Login with Student's CHCCS gmail instead of badge: (for iReady and all other apps in Clever)

1. Go to www.clever.com in your internet browser.
2. Click on "Log in as Student" in the blue rectangle on the upper right corner of the screen.
3. Type in your Student's School name. Click on the correct school.
4. Click on "Log in with Google".
5. Use the entire CHCCS student email address as the Username.
(example: _____@students.chccs.k12.nc.us)
6. Use the Student's PowerSchool number as their password.
(Holly Snyder (hsnyder@chccs.k12.nc.us) can provide both the student email and their PowerSchool number if needed.)

4. If a Student can no longer access iStation:

Istation has now been reinstated and students/families should continue to have access in K-3.

5. FERPA Compliance means that **Teachers must use Google Meet** within our domain and **NOT use Zoom** with students.

6. **Passwords:** (The ITF will open a ticket for the bulleted items)

Powerschool --> Reset by ITF at the school, Create a ticket for the ITF.

When to send users to the **password reset website** ([CHCCS Student Password Reset](#))?

Answer: When I can't login to device or email. The school ITF must send something to Account Support by creating a ticket. Notify the child's teacher or ITF.



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7. Mobile Hotspots: I cannot find a hotspot for my Chromebook, where is the closest one?

If your Hotspot doesn't work, the data limit was probably exceeded and support has been notified, and will be fixed soon.

If the device was dropped or shows an error condition on the screen, you should call or email the school's ITF to request a replacement. Replacement devices can be picked up at the Lincoln Center on Tuesdays and Thursday from 10 AM to 2 PM, but only with a ticket.

Food Service/Meals:

1. Where can I receive food from the school district? Which location am I closest to to pick up a meal for my child?

Mobile food service continues Monday-Thursday at the following designated locations.

Updated 4/13

180 BPW Club @ Carrboro High School	12:30-1:00
Airport Gardens	12:15-12:45
Berkshire 54	12:15-12:45
Berkshire East	11:30-12:15
Bolinwood	12:15-12:45
Carolina Apt	12:15-12:45
Chase Park	12:15-12:45
Collins Crossing	12:15-12:45
Craig Gomains	11:30-12:00
Crest	11:30-12:00
Crestwood MHP	11:15-11:45
Dobbins Hill	11:30-12:00
Eastwood	11:30-12:00



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Elliot Wood	12:15-12:45
Estes Park	11:15-12:15
Greenfield	11:30-12:00
Hilltop MHP	12:30-1:00
Kingswood	11:30-12:00
Lake View MHP	12:45-1:15
Northside	12:00-12:30
Pine Grove MHP	11:30-12:15
Pinegate	12:15-12:45
Rainbow Heights	11:15-12:00
Rangewood Community	12:30-1:00
Ridgefield	11:30-12:00
Ridgewood Trailer	12:15-12:45
Rigsbee MHP	11:15-11:45
Rocky Brook MHP	11:15-11:45
Rogers Road	12:15-12:45
Royal Park	11:30-12:00
Tarheel Trailer Park	11:15-11:45
Trinity Court (Lindsey Street)	11:30-12:00
Village MHP	12:00-12:30
Winmore Community	12:30-1:00
Women's Shelter - Homestart Shelter	12:15- 12:45



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2. What do I do if I want to volunteer for food distribution?

If you want to volunteer for food distribution, complete the following [Volunteer Survey](#). As volunteers are needed, someone will contact you.

Afterschool

Below is the link to our After-School Web page

[Community-School After-School](#)

1. What happens to our refunds for the portion of March and the rest of the 2019-2020 school year?

Once it's determined when school will resume, monies will be credited or refunded accordingly and a revised billing statement will be sent to families.

2. What if I need my portion of March tuition now for living expenses?

Email Amy Landenderfer our bookkeeper at alangenderfer@chccs.k12.nc.us, or 919-967-8211, ext 28266 for assistance.

3. When will summer camp registration begin?

Due to the rapidly changing events surrounding COVID-19 we have postponed our 2020 Summer Camp and Summer Youth Enrichment registration until further notice.

4. When does the 2020-2021 After-School registration begin?

After-School re-enrollment has begun for currently enrolled students and for the general public on-line registration through the district web page will begin April 21.

5. When does the 2020-2021 Middle School-After-School registration begin?

After-School programs at the middle schools operate within each middle school. The CHCCS Afterschool office does not handle registration for middle school afterschool. Registration occurs in late August. Additional information can be obtained by contacting the school administration.

Registration

1. My family has moved, do I need to re-register my child or can they remain at the same school?

Submit a change of address form using the following [information](#). Someone will contact you about options for moving to the newly assigned school or remaining in the same school.

2. With the redistricting at Glenwood, where is my child assigned?



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Information about Glenwood reassignment can be found [here](#).

3. Where do I send registration papers for my child?

Parents should fill out the online form for 2019-20. Someone will then contact you about completing the process. The district will take scans/photos of the documents and the families have 10 business days after CHCCS reopen to bring the original. This is for the current school year only. 2020-21 registrations will resume once the district re-opens.

Academics and Supports

1. I graduated from the District. How do I get my transcript?

Transcripts are not available at this time but information about how to obtain one is through the following link — [Student Records Request](#). If a student graduated within the last two years, the transcript can be obtained directly through the high school counseling office. If a student graduated more than two years ago, the transcript can be obtained through Lincoln Center.

2. My child needs to take driver's education? How do I enroll?

Click on the district web page under students- [drivers education](#). At this time, there are no driver's education classes in person or online options.

Click on the high school attending for more information and contact for each high school.

3. My child needs to attend RtA (Read to Achieve) this summer. When and how do I enroll?

The State has asked us to pause on RtA Reading Camp for the moment as they determine if it will be possible to provide the program this summer. CHCCS will release further information as soon as it becomes available.

4. How do I access Phase 2 of At-Home Learning? Your child's classroom teachers have communicated about at-home learning. Teachers have the option of pre-recording and posting video lessons that provide direct instruction on a concept or activity. They can also post video lessons that were created by other content providers (e.g., Khan Academy, Eureka Math) and aligned with the teachers' lessons. Teachers also have the option of hosting live discussion sessions through Google Meets with students to promote interaction, answer questions, and provide feedback. These sessions are optional, and will not be recorded. Contact your child's teacher for more information. Online learning links are below. Additional paper copies will be available at food distribution on April 15.

Academic Resources- Links for electronic packets:



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[KINDERGARTEN TO MAIL](#)

[FIRST GRADE TO MAIL](#)

[SECOND GRADE TO MAIL](#)

[THIRD GRADE TO MAIL](#)

[FOURTH GRADE TO MAIL](#)

[FIFTH GRADE TO MAIL](#)

5. I am having trouble with the grading survey. What do I do?

Intent Survey Authentication Problems:

You need the following information: student number and birthdate.

The date is formatted MM/DD/YY - like 04/15/04 - you do have to key the slashes '/' and use a 2 digit, not 4 digit year.

If they try all that and still need support, ask them to email

gradingsurvey@chccs.k12.nc.us, with "intent" as the subject line. Ms. Furr will help them finalize the survey.

6. How do I access the May 15 Learning Packets? Your child's classroom teachers have communicated about at-home learning for May 15. Each elementary school is either mailing or having pick up times available on May 15. The schedule is below. Contact your child's teacher for more information.

School	May 15th Distribution time #1	May 15th Distribution time #2
CES	9-11	2-4
Ephesus	830-1130	
Estes Hills	9-11	4-6
FPGB	9-11	2-4
Glenwood	10-12	
McDougle Elementary	Mailed Packets	Mailed Packets



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Morris Grove	9-11	2-4
Northside	9-1130	2-4
Rashkis	9-11	2-4
Scroggs	9-11	
Seawell	Mailed Packets	Mailed Packets